Comprehensive Conflict Resolution and Youth Mediation Grant Program Request for Applications (RFA) March 2001 School/Law Enforcement Partnership California Department of Education Office of the Attorney General

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School/Law Enforcement Partnership Comprehensive Conflict Resolution and Youth Mediation Grant Program

Overview

In an attempt to reduce conflict and violent incidents on school campuses over time, the School/Law Enforcement Partnership (hereinafter referred to as "Partnership") supports comprehensive conflict resolution/youth mediation programs (CR/YM) as a means of engaging and empowering students and the school community to make campuses safer. Our schools are challenged to provide an environment in which all students can feel physically and psychologically free from threats and danger and the diversity of the school's population is respected and celebrated.

School-based conflict resolution programs teach students to resolve their disputes without resorting to violence. Although a variety of these programs exist, most conflict resolution and youth mediation programs share common elements and similar principles. The philosophical foundations for conflict resolution and youth mediation include:

- **★** Conflict is an inherent part of life, and it is neither good nor bad.
- **★** The peaceful expression and resolution of conflict is a powerful tool.
- ✓ Students can develop life-long skills and insights necessary to function as responsible citizens. They can help other students as well as themselves develop solutions to present and potential conflict situations at school and in the community.
- ✓ Conflict resolution strategies can provide effective alternatives to suspension and expulsion and provide resources for responding to conflict on school campuses.
- ✓ Implementation of conflict resolution programs can reduce violence, vandalism, chronic absenteeism, and suspensions.
- ★ Effective conflict resolution and peer mediation programs can minimize the time teachers and other school personnel need to spend on disciplinary tasks and improve the environment for learning.
- ✔ Peers influence each other in social behavior, educational aspirations, and levels of attainment.

Eligibility

California public K-12 schools, continuation schools, court and community schools, and alternative education are eligible to apply for this grant. Charter schools under the new funding model are not eligible to apply.

The CR/YM grant is open to schools that do not have an existing conflict resolution AND schools that do have an existing program that needs modification or expansion.

Schools participating in this grant program must have a comprehensive school safety plan as required of all California schools in *Education Code* section 35294. Conflict resolution and youth mediation should be one of the strategies identified in the mandatory comprehensive school safety plan. School safety plans should be developed in conjunction with local law enforcement agencies and aligned with the document *Safe Schools: A Planning Guide for Action*. Applicants are NOT required to attach a copy of their school safety plan to the RFA proposal. The Program Description section of this application (Part 3) requires information on how the CR/YM Grant Program will complement or support the school's safety plan.

Grant Program Description

School safety research finds that the most effective school safety programs are comprehensive in scope and preventive in focus. The purpose of the Conflict Resolution and Youth Mediation (CR/YM) Grant Program is to initiate comprehensive programs for California public K-12 schools. Funding is provided to schools to initiate and implement a comprehensive CR/YM program requiring the following three approaches:

- peer mediation—trains a group of students to conduct peer mediations
- deducation—teaches students conflict resolution principles in separate courses or integrates the concepts into the curriculum
- school community—trains parents, teachers, students, and other staff in the principles of conflict resolution to create a peaceable school

To promote the most effective use of limited resources and to fund effective programs that demonstrate a comprehensive CR/YM program, the CDE supports the following Principles of Effectiveness as adopted by the United States Department of Education. The application of these Principles will serve as the basis for considering the applications submitted through this Request for Applications (RFA) process.

Principle 1: Conducting a needs assessment

The program must be based on a thorough needs assessment of objective data about conflicts in the schools and communities served. This information should help establish the need for the program. Existing conflict reduction efforts and activities in the community should also be included in the assessment.

Principle 2: Setting measurable goals and objectives

The grant recipient shall establish a set of measurable goals and objectives (based on the needs assessment data) and design activities to meet those goals and objectives. For the purposes of this RFA, a **goal** is defined as a general statement of a long-range target or purpose and should directly address the needs identified in the needs assessment process. It must be results (not process) oriented.

Objectives should be stated positively and when accomplished should lead to the goal. Components of an objective include a time frame, target of change, results to be achieved and criteria for measuring results.

Principle 3: Employing effective research-based programs

All applicants must design and implement a program for youth based on research or evaluation that provides evidence that the programs used will prevent or reduce violence or disruptive behavior among youth.

Appendix B of this RFA includes references and technical assistance resources to assist applicants in selecting their CR/YM programs that have proven effectiveness.

Principle 4: Conducting program evaluation

Grantees must evaluate their program quarterly to assess progress toward achieving their goals and objectives, and use the evaluation results to refine, improve, and strengthen the program and to refine goals and objectives as appropriate.

School Site Coordinator

Each participating school must designate a school site coordinator who is responsible for coordinating the planning and implementation of the CR/YM Grant Program at the school site. The school site coordinator's role, for purposes of this grant program is as follows:

- Participate in the grant writing process;
- Develop school site plan for implementation or expansion of conflict resolution with assistance from school team members;
- Have full knowledge of and agrees with the contents of the CR/YM grant proposal submitted for funding;
- Ensure that the requirements of this grant are met as it relates to the initial training and any follow-up training;

- Conduct staff orientation at the school site to gain staff buy-in for the CR/YM program;
- Coordinate the involvement of students, teachers, counselors, classified staff, administrators, parents, law enforcement, and community members to form a school team at the school site:
- Coordinate and ensure full school team attendance at the training;
- Attend the initial training workshop and all follow-up training sessions;
- Facilitate the discussion and sharing of resources with the school team during the training sessions and during implementation;
- Share information received from the Partnership and the trainers with the school team;
- Submit any paperwork required by the Partnership as it relates to progress reports and financial information (e.g., annual progress reports, expense description forms);
- Collect certain baseline data, such as number of discipline referrals for fighting and suspensions in an effort to monitor the results of the CR/YM program.

Training

The Partnership recognizes that training is just one step in implementing conflict resolution and youth mediation programs. For training to be effective, it must complement a school's strategy to serve all students, including the involvement of youths that are typically excluded from formal student leadership activities. The training should also complement a school's plan to involve family and community members to reinforce the skills and practices students use to resolve conflict in a peaceful manner. The application for the CR/YM Grant Program requires districts and schools to explain how training in conflict resolution and youth mediation skills will complement their existing programs or future plans for implementing conflict resolution and youth mediation and other safe school strategies (Part 3, Program Description, of the grant application). The grant recipient must provide training in conflict resolution to school teams including students, teachers, counselors, classified staff, administrators, parents, law enforcement partners, and members of the school community. A minimum of three days of training must be provided (a two-day initial training and a one-day follow-up training) at the school or district site.

Schools can retain conflict resolution trainers of their own choosing for on-site or district training. A resource list of long established conflict resolution programs as well as web site addresses are included in Appendix B of this RFA.

Grant Funding

Approximately \$280,000 is available statewide through the CR/YM Grant Program for schools to initiate or expand conflict resolution and youth mediation strategies. The CR/YM Grant Program provides \$10,000 to schools to support team training in conflict resolution and youth mediation.

Allowable expenses include retaining a conflict resolution/youth mediation trainer(s) to provide onsite training for your school teams, release time for teachers or other team members, and implementation costs including materials and resources related to the program. The grant award will be disbursed in May 2001.

AB 1113 (School Safety and Violence Prevention Act of 1999) funds can also be used to support your CR/YM program. Training programs are cornerstones of effective prevention and intervention programs. AB 1113 provides an opportunity to support specialized training in conflict resolution. Districts that applied for AB 1113 funds will receive the appropriation in January/February 2001.

The funding cycle for this grant is two years beginning June 15, 2001 and ending June 14, 2003.

Timeline

RFA availability notice distributed to schools, districts, and county offices of education	March 7, 2000
Letter of Intent to Apply due	April 12, 2000
Proposals due to Safe Schools and Violence Prevention Office	April 25, 2001
Application review and selection	May 9-11, 2001
Results posted on SSVP website	May 25, 2001
Notification of Grant Award mailed	May 25, 2001
Grant period begins	June 15, 2001
Grant period ends	June 14, 2003

Application Requirements

Letter of Intent to Submit an Application: Applicants who intend to submit a grant application in response to this Comprehensive CR/YM Grant Program RFA should submit a Letter of Intent by April 12, 2001. Use the Letter of Intent form included in this RFA. Mail it to the Safe Schools and Violence Prevention Office at P.O. Box 94244-2720, Sacramento, CA 94244-2720 or fax it to (916) 323-6061. Failure to submit a Letter of Intent by the deadline date will not disqualify an applicant.

Application: The application consists of seven parts (Parts 1-7) plus the cover page, assurances, and the Drug-Free Workplace Certification. Incomplete applications or those not meeting the application requirements will be rejected.

Cover Page: The cover page requests general information about the applicant. Original signatures are required from the principal of the school site, district superintendent, law enforcement representative, and a student representative.

Assurances: The Assurances page must clearly identify the applicant school and must be signed by the school principal, district superintendent, and law enforcement representative.

Grant Application (Parts 1, 2, 3, 4, 5, 6, 7): The school is to complete each of the narrative sections of Parts 1 through 7 contained in this application. All responses must be confined to the space provided with the exception of the Program Description (Part 3). Applicants may include **one additional page** in the Program Description, to be labeled "Part 3a." Responses to Parts 1, 2, 4, 5, 6, and 7 are each limited to the one-page space provided in the application. The timeline form provided is required with the description.

Supportive Materials: Any supportive materials must be included at the end of the application. The school may submit a maximum of three letters of support with the application. Schools are strongly encouraged to include letters of commitment from their local law enforcement partners to indicate their support for law enforcement participation in the CR/YM Grant Program and reinforcement of conflict resolution/youth mediation concepts in their work with students.

Drug-Free Workplace Certification: Applicants must submit an original completed State of California Drug-Free Workplace Certification, Std. 21 Form (Appendix 2) **signed by the district superintendent** verifying compliance with Government Code Section 83555 in matters relating to providing a drug-free workplace. (You do not need to submit an additional three copies.)

Format: Text must be single-spaced. Use a 12-point font that does not exceed six lines per inch. (This page is printed in 12-point font.) Maintain one-inch margins.

Copies: Schools must submit an original and three copies of the application. (Submit only the completed original *Drug-Free Workplace Certification*.)

Application Deadline: Completed applications must be received (not postmarked) in the Safe Schools and Violence Prevention Office by 5:00 p.m. on April 25, 2001.

Applications received after the 5:00 p.m. deadline will not be considered for funding. Applications will not be accepted by FAX. Mail or hand-deliver the proposal to:

Bonnie Williamson, Consultant
Conflict Resolution/Youth Mediation Program
Safe Schools and Violence Prevention Office
California Department of Education
660 J Street, Suite 400
Sacramento, CA 95814

Confirmation of Receipt: Schools that wish to receive confirmation of receipt of their application should enclose a stamped, self-addressed post card with their application.

Rating Criteria

Eligible applications will be read and rated by trained teams of reviewers for a maximum of 100 points. Each application will be evaluated based on a two-part scoring system: (1) analytical rating criteria (80 points maximum), and (2) overall criterion, (20 points maximum) described in the matrix on page 9 of this RFA.

Analytical rating criteria (80 points):

Needs Statement (10 points)

- Provides school site data that substantiates the need to implement a comprehensive conflict resolution and youth mediation program.
- Identifies input from a variety of sources including, but not limited to, students, school personnel, parents, law enforcement, and community members.
- Indicates the school's use of the AB 1113 school safety block grant funds and how the use of those funds impacts the school's prioritized needs.

Goals and measurable objectives (10 points)

- Describes the school's goals in implementing a comprehensive conflict resolution and youth mediation program.
- Describes the measurable objectives that the school hopes to accomplish by implementing conflict resolution and youth mediation training.

Program Description (30 points)

- Provides clear evidence on how the training from the CR/YM Grant Program will complement the school's existing programs or other safe school/violence prevention strategies described in the school's safe school plans.
- Identifies how conflict resolution and youth mediation will be infused into the entire school program including curriculum, extra-curricular activities, discipline policies, and parent involvement strategies.
- Describes how the team members who attend the training will work together to implement the training at the school site and continue the program after the grant funding expires.

Student Involvement (10 points)

 Describes an effective strategy for involving all youth in conflict resolution and youth mediation strategies including those youth who are typically excluded from formal student leadership activities, students with special education needs, and students who are learning English.

Family and Community Involvement (5 points)

• Proposes a planned, effective approach for involving families and the community including local law enforcement agencies in reinforcing strategies related to conflict resolution and youth mediation.

Evaluation (10 points)

- Describes how the school will determine the degree to which the measurable objectives, stated in Part 2 are accomplished.
- Describes the behaviors, skills and/or attitudes that will be measured to determine program effectiveness.

Budget Summary (5 points)

• Describes the types of expenses that are anticipated for the school for the initial training, follow-up training, any additional training, and program implementation costs.

Overall criterion: In every aspect, the application has a well-developed plan to support school teams to attend a Conflict Resolution/Youth Mediation training and to implement such programs at school sites. (Applicants will receive between 0 and 20 points based on how well the application demonstrates this overall criterion.

16-20	11-15	6-10	0-5
♦ Application presents an exceptional plan that is clear, concise, and responsive to the requested elements. Each section of the application contains a convincing, logical presentation often tied to information presented in other parts of the application, such as needs statement.	◆ Application presents a clear and feasible plan that is responsive to nearly all of the requested elements. Most of the sections contain a convincing, logical presentation by including appropriate evidence.	◆ Application treats some of the requested elements in an incomplete or limited manner. Examples, evidence, and support are simple or superficial.	◆ Application provides insufficient information on many or most of the requested elements. Presents incomplete or disconnected details, evidence, and reasoning so that it is unclear how the grant will be used to accomplish the purpose for which it is intended.
♦ Application reflects an unusually clear and comprehensive understanding of needs based on a variety of input. It clearly shows how these needs as well as strengths and resources led to the selection of the schools designated in the application.	◆ Application reflects a sound understanding of school/district needs, based on a variety of input. It provides some evidence on how these needs, as well as other factors, led to the selection of the schools designated in the application.	◆ Application reflects a basic understanding of needs, but may omit input from students, families, law enforcement, or community members. Reflects little or no evidence of how these needs, as well as other factors, led to the selection of the schools designated in the application.	◆ Application reflects limited or superficial understanding of existing needs and how those needs would be addressed by the application.
♦ Applicant demonstrates a very strong capacity and commitment to effectively implement the CR/YM training through an articulated local model. Application presents convincing evidence on how this training and technical assistance will be used resourcefully to develop a comprehensive program that complements existing conflict resolution activities and/or supports the school/district plan for creating safe campuses.	◆ Applicant demonstrates a good capacity and commitment to implement the CR/YM training through an articulated local model. Application indicates that the training and technical assistance will be used to develop a program that complements existing conflict resolution activities and/or supports the school/district plan for creating safe campuses.	◆ Applicant demonstrates a questionable capacity and/or commitment to implement the CR/YM training through an articulated local model. Demonstrates little or no evidence that the program developed will complement existing conflict resolution activities and/or support the school/district plan for creating safe campuses.	◆ Applicant does not demonstrate that it has the capacity and/or commitment to implement the CR/YM training through an articulated local model.

Letter of Intent To Submit an Application

For

☐ Comprehensive Conflict Resolution/	Youth Mediation	Program
☐ Safe School Plan Implementation Gr	ant Program	
We intend to submit an application as indicate April 25, 2001.	ed above by the appli	cation deadline of
District	CDS Code	
School Name_	Telephone ()
Address	City	Zip
School Site Coordinator	E-Mail	
Principal	Fax	
Mail or fax this Letter of Intent by April 12, 2001 to:		
Safe Schools and Viole 660 J Street,		2
Sacramento,		

IF YOU MAIL THE LETTER OF INTENT, DO NOT FAX IT

FAX: (916) 323-6061

Return original and 3 copies on or before April 25, 2001 by 5:00 p.m. to:

Bonnie Williamson Safe Schools and Violence Prevention Office California Department of Education 660 J Street, Suite 400 Sacramento, CA 95814 California Department of Education Office of the Attorney General School/Law Enforcement Partnership

GRANT APPLICATION COVER PAGE

Please print or type all information

Comprehensive Conflict Resolution and Youth Mediation Grant Program		Total Funds Requested: \$10,000		
Period June 15, 2001 – June 14, 2003		CDS Code (Refer to the California Public School Directory)		
District				
School		Grade Levels	Enrollment (CBEDS)	
School Address		City	Zip	
Principal's Name		Contact Person	Contact Person	
Principal's Signature		Telephone Number	Fax	
Certification: I certify that I have reviewed this grant application and will support its implementation when funded.				
Signature of District Superintendent	Printed 1	Name	Date	
Signature of Law Enforcement Representative Printed I		Name	Date	
Signature of Student Representative Printed I		Name	Date	
California Department of Education Use Only Technical Requirement Review Yes No Received by due date and time Original and three copies Completed cover sheet/signatures Assurances complete/signatures Format/font/space requirements Drug-Free Workplace CertState		Fiscal Year 2000-2001 PCA-Index 03852-0410 Application Status: Qualified for Review Disqualified		

This application is also available in portable document format (PDF) at: http://www.cde.ca.gov/spbranch/safety/

Conflict Resolution and Youth Mediation Grant ASSURANCES (Must be Submitted with Grant Application)

Original signatures of the school principal, district superintendent, and law enforcement representative are required for this application and certify that:

- 1. The applicant school has developed and adopted a comprehensive, site-based safe school plan.
- 2. Conflict resolution and youth mediation will be supported in the school's safe school policies, and the school will include conflict resolution and youth mediation as part of the school's discipline policies and procedures.
- 3. The comprehensive conflict resolution and youth mediation program was developed and the application was written by members of the school's CR/YM team and was not developed or written solely or in part by a contracted grant application writer.
- 4. The funds made available through the CR/YM Grant Program will be used to implement training and a comprehensive conflict resolution and youth mediation program and will not be used to supplant already existing school programs, will not serve as an alternative funding source for pre-existing positions or salaries, and will not be used for activities commonly performed as district maintenance and operations responsibilities.
- 5. The applicant school agrees to establish a team that represents the school staff including administrators, teachers, counselors, non-teaching staff members, parents, community members, appropriate law enforcement partners, and students to develop the comprehensive conflict resolution and youth mediation program.
- 6. The team members identified for the CR/YM Grant Program will participate in training provided for the school and will take a lead in implementing the conflict resolution and youth mediation program.
- 7. The school district and the applicant school agree to maintain fiscal and program records and provide information to the California Department of Education as may be reasonably required for fiscal audit and program evaluation, including suspension, expulsion, and school crime data.
- 8. If funded, the school will evaluate the implementation efforts and will summarize results in a report to be forwarded to Bonnie Williamson in the Safe Schools and Violence Prevention Office, 660 J Street, Suite 400, Sacramento, CA 95814. This report will be mailed or faxed to (916) 323-6061 no later than **May 1**, 2003.

Applicant School Name	School District		
Signature of School Principal	Printed Name	Date	
Signature of District Superintendent	Printed Name	Date	
Signature of Law Enforcement Representative	Printed Name	Date	

-PART 1

Needs Statement (10 points). Provide school site data that explains the need to implement a conflict resolution and youth mediation program. Identify input from a variety of sources including, but not limited to, students, school personnel, parents, law enforcement, and community members. Indicate your school's use of the AB 1113 school safety block grant funds and how the use of those funds impacts your schools' prioritized needs.

-PART 2

Goals and Measurable Objectives (10 points). Describe the school's goals to implement a comprehensive CR/YM program. Describe the measurable objectives that the school hopes to accomplish by implementing CR/YM training.

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Program Description (you may use one additional page marked 3a if needed) (30 points). Provide a description of how you plan to incorporate peer mediation, education, and school community involvement in your school program, including how the program will complement the school's existing programs or other safe school/violence prevention strategies described in the school's safe school plan. Describe what kind of CR/YM training will be provided, number of days training will be provided, who will provide it, and plans for attendance. Describe how the team members who attend the training will work together to implement the training at the school site and continue the program after the grant funding expires. (Also use following timeline form).

CONFLICT RESOLUTION AND YOUTH MEDIATION (CR/YM) OVERALL RATING CRITERION (20 Points)

Date of Activity	Description of Activity	Person Responsible and Title

Student Involvement (10 points)

Describe an effective plan for involving all youth in CR/YM strategies, including those youth who are typically excluded from formal student leadership activities, students with special education needs, and students who are learning English.

Family and Community Involvement (5 points)

Explain your proposal for a planned, effective approach for involving families and the community, including local law enforcement agencies, in reinforcing strategies related to conflict resolution and youth mediation.

PART 6

Evaluation (10 points)

Describe how the school will determine the degree to which the measurable objectives, stated in Part 4, are accomplished. Describe the behaviors, skills and/or attitudes that will be measured to determine program effectiveness.

Budget Summary (5	points)
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Indicate anticipated expenses for onsite training, follow-up training, any additional training, and program implementation. Funds can be used for CR/YM training fees, materials and supplies, and release time for certificated and non-certificated staff.

A. Contracts for Services (include names, amounts, and dates of service)

B. District Matching Funds (include source and type of match, e.g., in-kind benefits, dollars)(Not Applicable for the Comprehensive Conflict Resolution Grant Program)

Object Code	Classifications	State Funds Requested
1000-1999	Certificated Personnel Salaries (Release Time)	\$
2000-2999	Classified Personnel Salaries	
4300	Instructional Materials/Supplies	
5100	Contracts for Services	
	Other Operating Expenses	
	Other Operating Expenses	
	Total funds requested	\$10,000

STATE OF CALIFORNIA

DRUG-FREE WORKPLACE CERTIFICATION

STD. 21 (REV. 12-93)

CERTIFICATION

I, the official named below, hereby swear that I am duly authorized legally to bind the contractor or grant recipient to the certification described below. I am fully aware that this certification, executed on the date below, is made under penalty of perjury under the laws of the State of California.

CONTRACTOR/BIDDER FIRM NAME	FEDERAL ID NUMBER
BY (Authorized Signature)	DATE EXECUTED
PRINTED NAME AND TITLE OF PERSON SIGNING	TELEPHONE NUMBER (Include Area Code)
TITLE	•
CONTRACTOR/BIDDER FIRM'S MAILING ADDRESS	

The contractor or grant recipient named above hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The above named contractor or grant recipient will:

- 1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a).
- 2. Establish a Drug-Free Awareness Program as required by Government Code Section 8355(b), to inform employees about all of the following:
 - (a) The dangers of drug abuse in the workplace,
 - (b) The person's or organization's policy of maintaining a drug-free workplace,
 - (c) Any available counseling, rehabilitation and employee assistance programs, and
 - (d) Penalties that may be imposed upon employees for drug abuse violations.
- 3. Provide as required by Government Code Section 8355(c), that every employee who works on the proposed contract or grant:
 - (a) Will receive a copy of the company's drug-free workplace policy statement, and
 - (b) Will agree to abide by the terms of the company's statement as a condition of employment on the contract or grant.
- 4. At the election of the contractor or grantee, from and after the "Date Executed" and until (NOT TO EXCEED 36 MONTHS), the state will regard this certificate as valid for all contracts or grants entered into between the contractor or grantee and this state agency without requiring the contractor or grantee to provide a new and individual certificate for each contract or grant. If the contractor or grantee elects to fill in the blank date, then the terms and conditions of this certificate shall have the same force, meaning, effect and enforceability as if a certificate were separately, specifically, and individually provided for each contract or grant between the contractor or grantee and this state agency.

RESOURCES

The following list of resources may assist you in exploring materials and strategies that others have found helpful in developing a comprehensive conflict resolution and youth mediation program. It is not an all-inclusive list, but it is intended to be a helpful starting point.

The following organizations provide information on curricula, standards, best practices, trainers, and evaluation in conflict resolution:

Conflict Resolution Education Network (CREnet) (202) 667-9700; http://www.crenet.org

National Center for Conflict Resolution Education (800 308-9419; http://www.nccre.org

Western Justice Center Foundation (626) 584-7494; http://www.westernjustice.org

Sacramento County Office of Education and the California Department of Education. *School-Based Conflict Resolution Programs*, *A California Resource Guide*, 1997. Copies of the document are available online at: http://www.cde.ca.gov/spbranch/safety/

U. S. Department of Justice and U.S. Department of Education. *Conflict Resolution Education: A Guide to Implementing Programs in Schools, Youth-Serving Organizations, and Community and Juvenile Justice Settings, 1996.* Copies of the document are available by calling (800) 638-8736 or accessing it online at http://www.jcjrs.org/jjdp.html

California State Auditor. School Safety: Comprehensive Resolution Programs Help Prepare Schools for Conflicts, 1999. Copies of the document are available by calling (916) 445-0255 or accessing it online at http://www.bsa.ca.gov/bsa/pdfs/99107.pdf